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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Harry S. HONG Sr. Paralegal – Intellectual Property
Group Art Unit: 2642

Fax: 703-872-9306


Pages
with 20
Cover.**FORMAL SUBMISSION OF:**

- 1) Amendment.

Title: SYSTEM AND METHOD FOR OBSERVING CALLS TO A CALL CENTER
Serial No. 10/090,264
Filing Date: March 4, 2002
First Named Inventor: Patrick PETERSON
Atty. No. 01-4005

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: March 17, 2005

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
	:	Examiner: Harry S. Hong
PATRICK PETERSON, ET AL.)	
	:	Group Art Unit: 2642
Application No.: 10/090,264)	
	:	Customer No.: 32127
Filed: March 4, 2002)	
	:	
For: SYSTEM AND METHOD FOR)	
OBSERVING CALLS TO A CALL	:	
CENTER)	

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated December 17, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 15.